Ltd. (IOCL) including third party audit and positive material identification/segregation to avoid failures and metallurgy mix up. The subject matter has also been taken up with several vendors who supplied equipment to undertake corrective action wherever necessary.

Grievances of LPG Consumers of IOC

859. SHRI C. RAMACHANDRAIAH: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether is a fact that Indian Oil Corporation has no programme to tackle the grievances of LPG consumers;

(b) how many LPG consumers does Indian Oil Corporation serve in the country, state-wise;

(c) whether any effort will be made to emulate certain other oil companies who are ahead in the field of cunsumer relations; and

(d) the reasons for delay in undertaking exercises to remove grievances of LPG consumers?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI E. PONNUSWAMY): (a), (c) and (d) Indian Oil Corporation (IOC) has a well trained and elaborated system to tackle grievances of consumers at various levels. Each Indane area office operates a customer service cell at its premises on all working days. Similarly, each field officer operates the zonal service cell in his area of operation at a specified distributor's showroom. The customers grievances are attended on the spot and redressed instantly.

In addition to this, the company has also a regular system of interaction with the customers to ascertain their problems through organising face to face meets and customers education clinics.

(b) The State-wise customer holding of the IOC is given in the Statement.

Statement

State-wise Customer Population with IOC/AOD's Distributors as of 1-01-2000

State	(Fig. in No.)
Andhra Pradesh	1335021
Arunachal Pradesh	71009
Assam	860027
Bihar	920802
Delhi	1958120
Goa	925
Gujarat	1845826
Haryana	800485
Himachal Pradesh	635745
Jammu & Kashmir	228375
Karnataka	899936
Kerala	976894
Madhya Pradesh	1077515
Maharashtra	469298
Manipur	106850
Meghalaya	56952
Mizoram	103758
Nagaland	53363
Orissa	204443
Punjab	1052666
Rajasthan	721055
Sikkim	35133
Tamil Nadu	2370160
Tripura	118148
Uttar Pradesh	3699659
West Bengal	1618545

Union Territories	(Fig. in No.)
Andaman & Nicobar	19030
Chandigarh	163626
Dadra & Nagar Haveli	00
Daman & Diu	00
Lakshdweep	1743
Pondicherry	51029

Price of LPG Sold by Government and Private Companies

†860. SHRI RAGHAVJI: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) what is the average difference between the prices of LPG being sold by Government undertakings and private companies;

(b) what is the part of subsidy on each cylinder of LPG being sold by Government undertakings;

(c) whether Government propose to cut down the subsidy being given on LPG in the near future; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI E. PONNUSWAMY): (a) The difference between the retail selling price of LPG (Packed-domestic) sold by oil marketing companies and the private companies in Mumbai and Chennai is ranging from Rs. 0.88 - 5.71 per kg. and Rs. 7.81 - 11.98 per Kg. respectively.

(b) The current estimates of subsidy for the year 1999-2000 for LPG(Domestic) supplied by PSU oil marketing companies is about Rs. 121 per cylinder (14.2 Kg.).

(c) & (d) The Government had decided in November, 1997 that subsidy on LPG-domestic will be reduced in phases to reach the level of 15% of the import parity price by 2000-01. The subsidy will be transferred to the fiscal budget from the year 2002 onwards.

†Original notice of the question received in Hindi.